

Terms & Conditions

1. Registration

All parents and carers must complete the Registration Form before a child can be accepted at **Impact Provision Team Ltd.**

Parents/carers must notify Impact Wrap Around Care in writing of any changes to registration details, including contact information, emergency contacts, medical needs, or collection arrangements, as soon as possible.

Children attending the provision must:

- Be aged between **4 and 11 years old**
 - Be a pupil of **Flourish Federation** or **Lunsford Primary School**
 - Meet eligibility requirements based on staffing ratios and availability
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2. Bookings and Sessions

- All sessions are subject to availability and appropriate staffing ratios.
 - All sessions must be **paid for in advance.**
 - A booking is not confirmed until payment has been received.
 - Bookings may be made up to the stated cut-off time before a session begins. Late bookings may not be accepted.
 - If the club is required to close due to unforeseen circumstances, fees paid will be credited to the parent/carer's account.
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3. Fees and Payments

- Full payment is required before each session.
 - Late collection fees apply at **£5 per 15 minutes past 6:00pm.**
 - Responsibility for all fees, charges, and penalties lies with the person who made the booking.
 - Failure to pay outstanding fees may result in suspension or refusal of future bookings and may lead to recovery action.
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4. Attendance and Collection Responsibilities

- Children attending After School Club must be aware of their attendance arrangements.
- Late changes to attendance must be communicated to the school and Impact Wrap Around Care.
- Children must be collected by an authorised adult who can provide the correct **memorable password**.

Children who are unwell should not attend sessions. Parents/carers must inform staff of absences due to illness.

5. Health, Safety and Medical Information

Parents/carers must provide accurate and up-to-date:

- Medical and allergy information
- Emergency contact details

This information is essential to ensure children's safety and wellbeing. Failure to provide accurate information may result in refusal of attendance.

6. Behaviour Expectations

All children attending Impact Wrap Around Care are expected to follow our Behaviour Policy, which promotes:

- Listening to staff instructions
- Respectful and kind behaviour
- Safe conduct at all times

We operate a **three-strike approach** for serious or persistent behavioural concerns:

- Strike 1: Verbal warning and parent/carer informed
- Strike 2: Second warning and reminder of expectations
- Strike 3: Refusal of future bookings

Severe breaches of behaviour expectations may result in immediate exclusion. Please refer to the Behaviour Policy for full details.

7. Exclusion and Refusal of Care

Impact Wrap Around Care reserves the right to refuse or terminate a child's place where:

- Behaviour poses a risk to staff or other children
- Fees remain unpaid
- False or withheld information impacts safeguarding or care

Decisions are made in the best interests of children's safety and wellbeing.

8. Complaints Procedure

We are committed to resolving concerns promptly and professionally:

1. Speak to the staff member involved
2. Escalate to the Manager, **Harriet Hately**
(07394 651591 / impactwraparound@gmail.com)
3. Submit a formal written complaint if required
4. Contact **Ofsted** if concerns remain unresolved

Further details are available in our Parent Complaints Policy.

9. Data Protection

Impact Wrap Around Care acts as a Data Controller under GDPR. Personal data is collected and processed in line with our Privacy Policy and used only for the purposes of childcare provision, safeguarding, and legal obligations.

10. Reservation of Rights

Impact Wrap Around Care reserves the right to:

- Amend these Terms & Conditions
- Refuse or suspend services
- Update policies where necessary

Parents/carers will be informed of significant changes via our website.

11. Legal Jurisdiction

These Terms & Conditions are governed by **English law** and subject to the jurisdiction of the courts of **England and Wales**.

Impact Wrap Around Care shall not be liable for indirect or consequential losses resulting from closures or service interruption, including loss of earnings or additional childcare costs.

By registering and booking sessions with Impact Wrap Around Care, parents/carers confirm they have read, understood, and agreed to these Terms & Conditions.